

HOSPITALITY HOUSE JOB DESCRIPTION

POSITION: Data Entry Specialist
PROGRAM: Program Support
REPORTS TO: Program Director
STATUS: Full-time, Regular, Non-exempt, Union Position

ORGANIZATION DESCRIPTION:

Founded in 1967, Central City Hospitality House is a progressive, community-based organization located in San Francisco's Tenderloin neighborhood that provides opportunities and resources for personal growth and self-determination to homeless people and neighborhood residents. Our mission is to build community strength by advocating policies and rendering services which foster self-sufficiency and cultural enrichment. We use a peer-based approach and encourage involvement from our participants on various levels of decision-making and service-delivery.

Hospitality House has six programs. The Tenderloin Self-Help Center and Sixth Street Self-Help Center are behavioral health-based community centers that provide a range of emergency and support services using a low-threshold, peer-based, self-help model. The Shelter Program is a small men's dormitory that provides basic emergency shelter as well as one-on-one case management. The Community Arts Program is a unique space where individuals can create, house and sell artwork, offering open studio hours, workshops, a creative writing class, and an opportunity for artists to exhibit and sell their work. The Community Building Program includes a peer volunteer training program, program activities, and the Healing, Organizing & Leadership Development Program which is a peer internship community organizing program for participants impacted by trauma. The Employment Program offers job readiness services, employment and training resources, and job search support through two neighborhood-based employment resources centers. All programs work together to provide a range of support, resources, and opportunities for people to achieve stability and self-sufficiency.

DESCRIPTION OF DUTIES

Be accountable and committed to the provision of participant-centered, quality services that are consistent with the agency's philosophy and ethical standards

- Support a hospitable program environment that provides services to participants with the utmost dignity and respect, regardless of who they are or what issues they present
- Prioritize services to participants above all other activities
- Assist participants in having their concerns addressed in a timely manner

Support program staff in maintaining a safe, healthy, comfortable, accessible agency environment

- Maintain appropriate boundaries with participants and staff to assure that all participants and staff are treated equally, and promptly address any participant or staff attempt to assert inappropriate power within the agency
- Support program staff in actively mediating conflicts among participants and staff as they arise to help sustain a peaceful, comfortable space
- Ensure that program policies and procedures are followed, and work to help staff understand the importance of the policies to sustain a comfortable environment for all
- Maintain a quiet, calm program environment, free from unnecessary yelling, loud noise, conflict etc.
- Lead and/or participate in regular community or staff meetings when appropriate
- Be awake and alert at all times during your shift; refrain from spending time hanging out in the front of the building, smoking, talking on the phone, or otherwise making yourself unavailable to participants or staff

Support data collection and reporting for programs in order to assure continuation of funding

- Enter data into the program database
- Prepare and send necessary reports in a timely manner
- Keep necessary files, forms and reporting information organized and accessible
- Give feedback on efficiency of data collection and reporting system and make suggestions when appropriate

Assist with other projects, as assigned, to support the programs and help them function more efficiently

- As assigned, complete other short-term projects designed to make programs more efficient and effective

- Assist with the research of a new software system for reporting outcomes
- Assist with the migration and implementation of new software system

Assist with other projects to support Administration and Development

- Support in the processing and filing of vendor payments
- Enter donor information into development databases & file
- Order and organize office supplies, as needed
- Assist with administrative functions, as needed

Attend relevant meetings

- Attend meetings, including but not limited to regular staff meetings, staff trainings, and supervisions
- Attend mandatory Monday morning meetings and trainings on a regular basis

Additional duties as assigned

- Perform other duties as assigned by supervisor or other management staff

RESUME & COVER LETTER TO:

Hospitality House/Data Entry Specialist

290 Turk Street, San Francisco, CA 94102 or personnel@hospitalityhouse.org

Please specify the position for which you are applying. Please NO PHONE CALLS or VISITS.